Municipal Services Workshop
March 2, 2009

Markham Public Library's Strategy for Reducing the Cost of Service Delivery while Improving Service

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The MPL Improvement Journey

- **RFID**
- **Automation of Material Flow**
- **Customer Self-Service**
- **Process Improvements**

RFID – a barcode on steroids

- Faster scanning
- More precise scanning
  - (Fewer errors to fix)
- More efficient
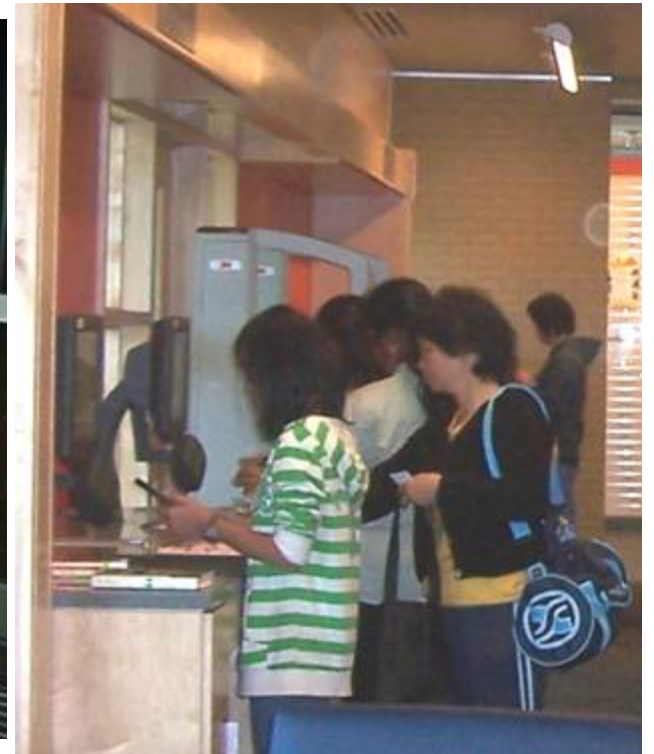- Platform for self-service technology

Automation of Material Flow

- Automated checkin
- Automated resensitizing of security strips
- Automated sorting

Customer Self-Service

- Self-service checkin
- Self-service checkout

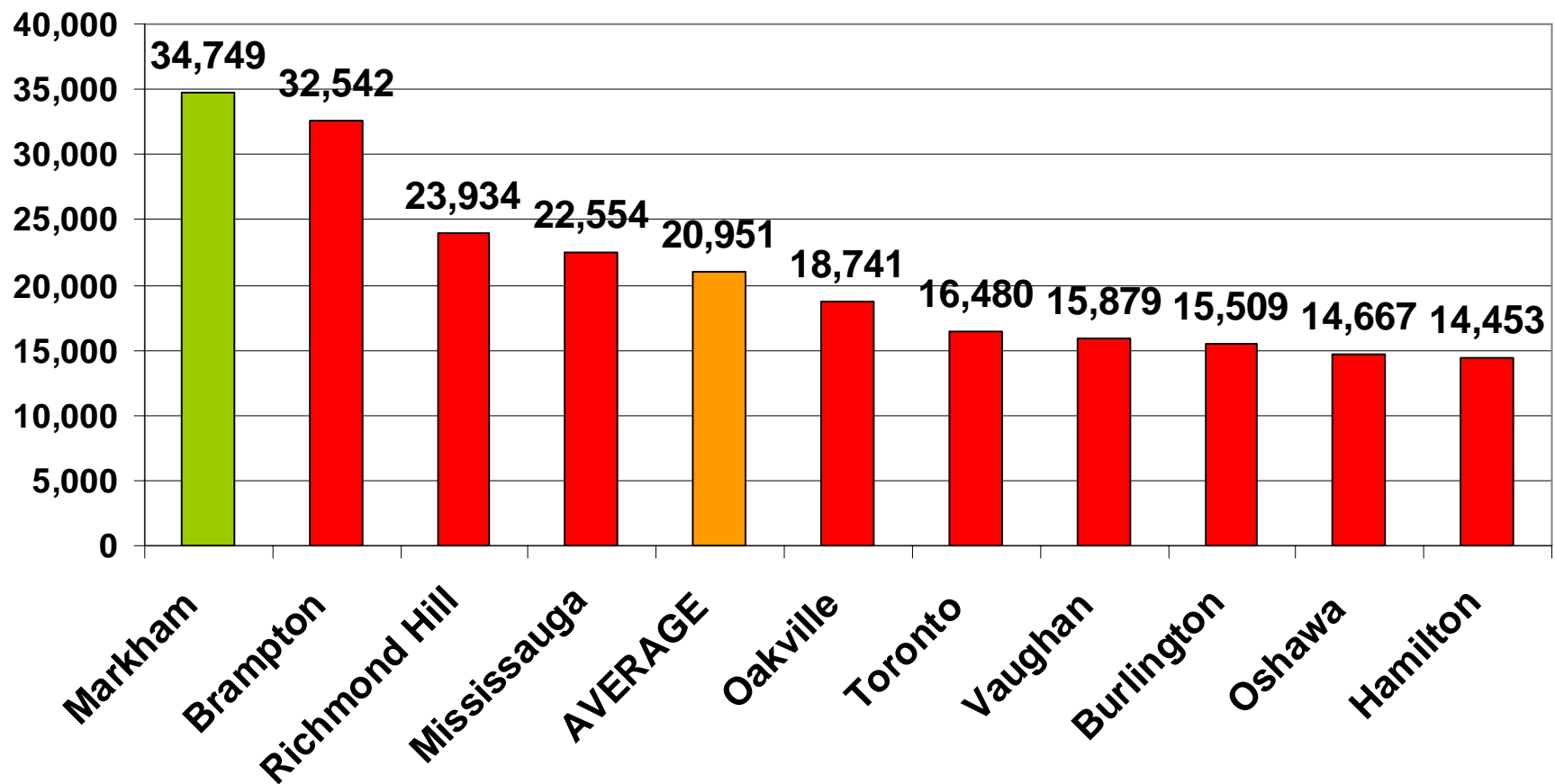# Process Improvement – Little Things Mean a Lot

- Reducing material-handling steps in hold process

- Colour-coded hold slips

- Extra-large cart for outgoing courier boxes

- More efficient layout for workstations

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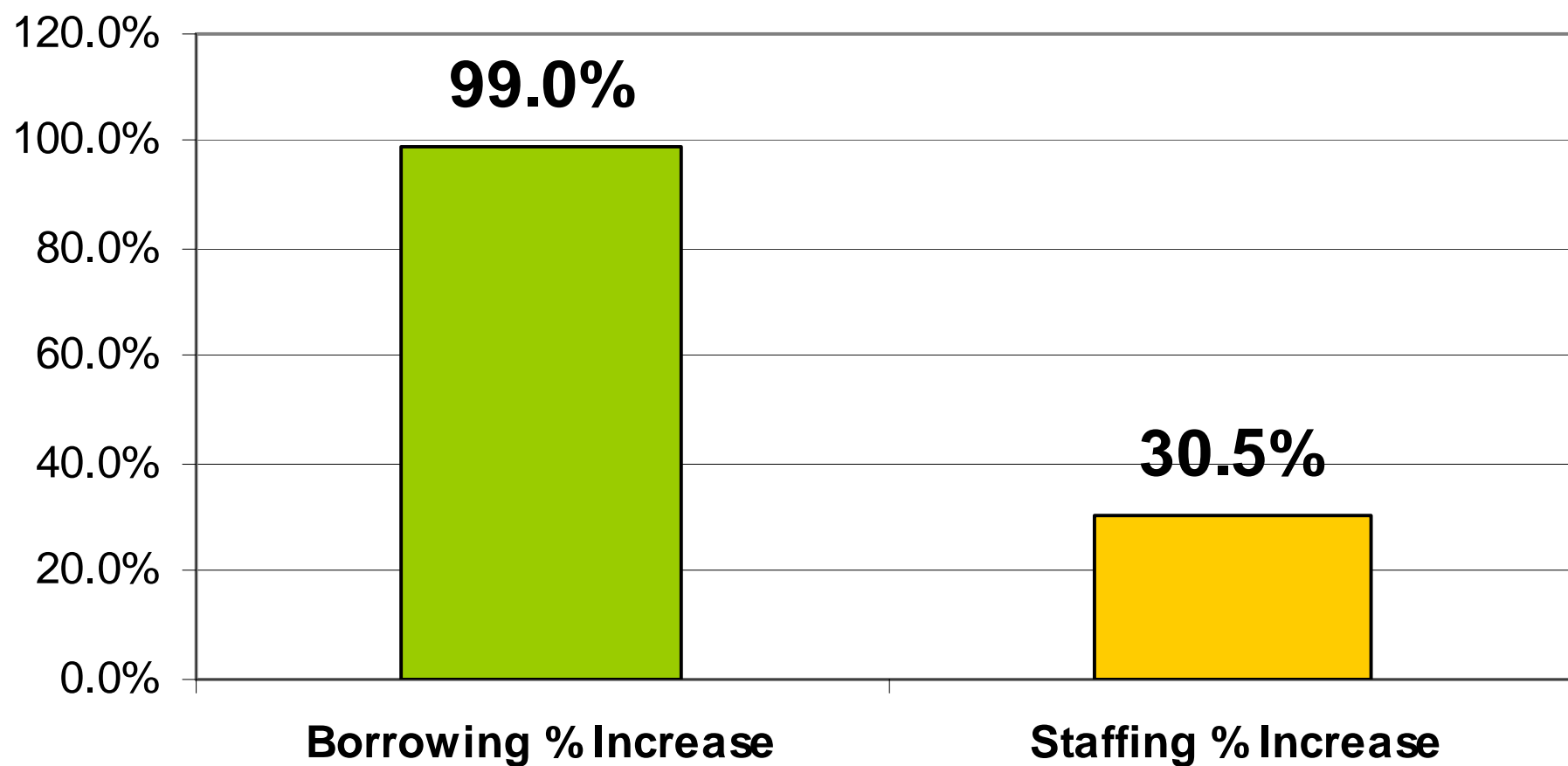
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MARKHAM PUBLIC LIBRARY

Service Improvements

- Checkin
  - Immediate real-time checkin
  - Receipt
- Checkout
  - more convenient
  - Quicker
  - more private
- Quicker turnaround & higher turnover

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MARKHAM PUBLIC LIBRARY

Most Efficient in GTA

BORROWING PER STAFF FTE 2007

Markham	Brampton	Richmond Hill	Mississauga	AVERAGE	Oakville	Toronto	Vaughan	Burlington	Oshawa	Hamilton
34,749	32,542	23,934	22,554	20,951	18,741	16,480	15,879	15,509	14,667	14,453

Customer Comments

- The self-checkout is the best and most awesome library related development in the past 20 years.

- I also like the self-scan. it's a great tool for privacy.

- I love the personal check out system, no need to wait in line ups any longer.

- I love how they help people (young and old) learn how to use the self check-out system.

- Impressed by some of the self-service technologies like check-out and check-in.

- I particularly love the automated check-out terminals. They make checking out materials quick and efficient.

Click arrow to Return ◀

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